

Townsend Bay Property Management, Inc.

412 Logan Street • Port Townsend WA 98368 • P 360-385-3896 • F 360-385-1490
Email: tbpm@townsendbay.net • Website: www.townsendbay.net

WINTER 2022-2023 VERY IMPORTANT INFORMATION AND REMINDERS!

CHIMNEYS: For those of you with a wood stove you should be receiving a call from the chimney cleaner in early September to schedule cleaning. This service is at the expense of the owner.

If your chimney has not been cleaned by mid-November, please do not use the chimney and call our office!

We expect that you will burn only dry wood, and that you will NEVER BURN GREEN WOOD. If the property you are renting develops a chimney fire, and the fire department determines that you have been burning green or wet wood or that you are somehow responsible due to neglect, you will be held liable for any damage and costs.

Tenant Int'l _____ Tenant Int'l _____

FURNACE/HEATERS: For those of you with propane or oil furnaces, you should be receiving a call from the furnace cleaning company in early September to schedule cleaning. This service is at the owner's expense.

If cleaning has not been done by mid-November, please do not use your furnace and call our office immediately.

For those of you with electric wall or baseboard heaters, the heaters should be thoroughly vacuumed before you turn the thermostat on. In the case of electric wall heaters, vacuuming the heater vent is necessary to avoid a dust build up. For those of you with electric furnaces, you should change the filter annually (most furnaces are more efficient if you change the filter more than one time per year). The above mentioned cleaning is a tenant responsibility. Filters can be purchased at hardware stores. If a furnace should fail due to the filter not being changed, or damage is due to misuse by the tenant, we will charge you the cost of the furnace repair.

OIL & PROPANE FURNACES NOTE: Oil and propane furnace tanks should NEVER be allowed to run empty. If this happens, a service technician must prime the line from the tank to the furnace to restart the furnace. It is a Tenant responsibility to ensure enough oil/propane is maintained in the tank to avoid this problem. If a technician needs to be called, it will be the tenants' responsibility to pay the charge. Oil tanks should always be kept at least one quarter full to avoid pulling sludge into the burner.

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WASHER & DRYERS: It is very important that at least two times per year you check the dryer hoses for lint build-up. You will be surprised to see the amount that collects, which in turn, could very possibly cause a house fire if not cleaned out properly. It is also necessary to check your washer hoses. If you own your washer and dryer, and the hose is old and should burst, it will be your responsibility to incur the cleanup cost and replace/repair any damage that may occur.

Tenant Int'l _____ Tenant Int'l _____

RANGE/OVEN: It is very important **not to use an oven cleaner in a self cleaning oven**; it will damage the cleaning method. Also, please do not cover drip pans with aluminum foil. The foil will conduct too much heat, and damage the elements. Please also remember to clean your range under the drip pans. Most range tops can be opened for easy cleaning access.

Tenant Int'l _____ Tenant Int'l _____

SCREEN DOORS AND WINDOW SCREENS: Fall, winter and spring are normally windy seasons. If you remove a screen from a window, please make sure it is secured properly when you put it back on or it could be caught by the wind and bent. If this happens, it will be your responsibility to repair or replace the screen during your tenancy or after you vacate. If you discover a screen is loose, through no fault of your own, please contact Townsend Bay Property Management so we can have it repaired before it becomes damaged.

Another problem that arises more often during these seasons is screen doors that are not closed securely. If the wind catches the screen door (and it will happen if not closed completely), and the hinges are bent, you will be responsible for the repair or replacement of the screen door during your tenancy or after you vacate. If you discover your screen door is loose, through no fault of your own, please contact Townsend Bay Property Management so we can have it repaired before it becomes damaged. If it is determined, the screen has been bent due to abuse or neglect, the cost of the repair or replacement will be your burden.

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FREEZING WEATHER: When temperatures drop below freezing, you can do many things to prevent frozen/broken pipes and the resulting inconvenience of being without water and the mess broken pipes may cause. If the temperature is expected to drop below 20 degrees or temperatures are expected to be near or below freezing for several days, it is your responsibility to do the following:

- a.** Leave cabinet doors under sinks in the kitchen and bathrooms open to allow warm air circulation (this will help keep pipes warm.) You should only have to do this when pipes are on an outside wall.
- b.** In anticipation of a hard or extended freeze, let water trickle (at a fast drip) from both hot and cold faucets overnight, and all day for faucets not in regular use during the day. This should only be necessary when pipes are on an outside wall. Also, leave cabinet doors open under kitchen and bathroom sinks for warm air circulation.
- c.** Check the condition of pipes in areas under the house or in basements where there is no insulation.

The pipes may need insulation to help prevent freezing/rupture. Call our office if you find these potentially dangerous situations so we can take the necessary actions. Outside faucets that are classified "frost free" can freeze if hoses are not disconnected from them. Remove connected hoses from all outside faucets.

In an extended freeze, many homes throughout the county may experience frozen/broken pipes at the same time. This will place a strain on the limited number of plumbers available to make repairs and it may take one to three days to even get emergency repairs made. Therefore, the more YOU can do to help prevent frozen pipes, the less chance loss of water will inconvenience you.

If you plan to be away for an extended period of time during the winter, we strongly suggest that you let a friend or neighbor know. While away from your rental, as an insurance measure, leave your thermostat set between 50-55 degrees and leave cabinet doors open under bathroom and kitchen sinks to insure air circulation. Make arrangements with a friend or neighbor so they can take protective action for you. Please give them our phone number to call in the event an emergency occurs. **DO NOT TURN YOUR HEAT OFF!** Please remember to let us know the name of the person who will be responsible in the event the house key is lost. We will not provide a key to anyone without proper notification from the Tenant. It will be necessary for that person to provide identification before we give out a key. **THERE WILL BE NO EXCEPTIONS!**

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SMOKE & CARBON MONOXIDE DETECTORS: Test your detectors to ensure it works properly. Battery replacement is the tenants' responsibility. If you put a new battery in and your detector is not working, it may not be connected properly. Please contact us if you cannot correct the problem. We will have it replaced promptly. During the holidays, please do not remove batteries to put in a toy. Houses have burned down due to simply forgetting to replace the battery in the detector. Please remember that if your detector beeps, it is time to replace the battery. It is important to test your detector after a new battery installation. At times the battery is not put in correctly and the detector will not work. If the above precautions are not taken, and it is determined that the lack of precautions resulted in fire or smoke damage, you will be held responsible for all repairs/replacements. We are always concerned about your safety, and thank you for your cooperation.

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REPAIRS FOR PROPERTIES ONLY MANAGED BY TOWNSEND BAY PROPERTY MANAGEMENT (For Owner managed properties, please contact your Owner at the number provided on the lease): When a repair is needed, please check the "Tenant Maintenance Responsibilities" document which was provided with your lease. You may be responsible for the needed repair. When you discover a problem with the property that needs attention, please contact Townsend Bay Property Management, or your property owner, immediately. We have found that people "save" problems until it is time to pay rent. Not reporting a needed repair promptly can create a backlog, and we sometimes cannot respond quickly to the problem. We want to remind you that if a repair is necessary at the property you are renting, and it is found that the repair was due to "tenant neglect," we will bill you back for the charges. Also, if you make an appointment with a maintenance person to come to the property, and you do not show up to

allow the person entry as agreed, you will be charged for that service call. This is another important reason to again review the provided "Tenant Maintenance Responsibilities." If you need another copy, or you find it was not included with your lease, please stop by our office for another copy.

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EMERGENCY AFTER HOURS/WEEKENDS - What is an emergency? The answer is any problem that could ultimately cause harm to person or property. Please call our office if your roof is leaking and take measures to protect the flooring with a bucket. In the event of a pipe breaking, or water heater leaking, please turn the water supply off and contact our office immediately. You will be contacted by one of our staff as soon as possible, and we will attempt to respond quickly. If the problem is not an emergency, please call our office during normal business hours Monday through Friday, 9:00 a.m. to 5:00 p.m. You should be aware that appliance repairs are not an emergency. If your refrigerator does not operate properly, please use an ice chest to protect your food until an appliance person responds to you during normal working hours, Monday through Friday. You will only be reimbursed for the cost of the ice if a receipt is provided.

Tenant Int'l _____ Tenant Int'l _____

Tenant Name: _____

Tenant Address: _____